

Embracing a Workplace Wellbeing Culture Scheme:

A workplace wellbeing scheme for pharmacy employers



PHARMACIST
SUPPORT

Contents

Welcome	2 - 4
Section 1	5 - 7
Manager training	
Section 2	8 - 9
Wellbeing plan	
Section 3	10 - 13
Create an inclusive culture of belonging	
Section 4	14 - 16
Workforce wellbeing	
Section 5	17 - 19
Work-life balance	
Section 6	20 - 21
Wellbeing support signposting	
Summary	22

Welcome

Thank you for taking this positive step towards creating a healthier, more supportive workplace for your people.

Making wellbeing part of everyday working life

The Embracing a Workplace Wellbeing Culture scheme has been developed by Pharmacist Support to help pharmacy employers make wellbeing a natural part of everyday working life. It provides a practical framework to help you build on what you are already doing well, identify opportunities for development and create a culture where people feel valued, supported and able to thrive.

An approach that works for your organisation

We know that every pharmacy workplace is different. The scheme is not about being perfect or taking a one-size-fits-all approach. It is about making a meaningful commitment to workplace wellbeing and continuing to develop your approach over time.

This pack is here to support you. It brings together practical guidance, tools and resources from Pharmacist Support and other trusted organisations to help you explore each of the scheme criteria, consider what this could look like in your workplace and identify evidence you may already have.

Making the most of this pack

The resources are intended as a helpful starting point, rather than a prescriptive or exhaustive list. You can use the resources in this pack, your own existing resources and approaches, or a combination of both.

You may find that you are already doing much of what the scheme asks of you. Where there are opportunities to do more, we hope this pack gives you practical ideas and support to help you take the next step.

We look forward to working alongside you as you continue to develop a workplace culture where wellbeing is part of how you work, lead and support your people.

Melissa Cochrane, Wellbeing Development Senior Manager

Section 1

Manager training

Why managers matter

In the widely regarded book *Wellbeing at Work*, Dr Ian Hesketh and Professor Sir Cary Cooper state that “the relationship that workers have with their immediate line manager is the one that can impact most on their wellbeing. This relationship can be the key to happiness, positivity, commitment, productivity and performance.”

You may have heard this axiom before: **people join companies but leave managers.**

Our workforce wellbeing surveys with the Royal College of Pharmacy (formerly the Royal Pharmaceutical Society) consistently show that nearly half of respondents report a negative impact on their mental health and wellbeing due to a lack of colleague or senior support.

Ensuring managers have the right training to be able to support the wellbeing of their staff is a vital component in achieving healthy workplaces where all staff can achieve their best.



CRITERIA

Senior leaders can challenge traditional practices and demonstrate healthier working practices themselves, such as ensuring that they take breaks throughout the day.



EVIDENCE

Confirm that at least 50% of managers are working towards or have completed wellbeing in the workplace training, such as our 'Embracing a Workplace Wellbeing Culture' course.



RESOURCES

Digital resource

- **Embracing a Workplace Wellbeing Culture course** – As part of this scheme, organisations can **access 50%** off our training to help managers build the knowledge and skills needed to support workplace wellbeing.
- **Leading the way** – a digital resource offering practical ideas to help leaders model positive wellbeing behaviours and create a supportive workplace culture.
- **Addressing conflict in the pharmacy team** – guidance shared as part of the charity's Embracing a Workplace Wellbeing Culture course to help managers respond constructively to conflict.

Downloadable and printable resource

- **Reflective listening** – A resource that explains how listening carefully and reflecting back what has been heard can help employees feel understood and supported.
- **Reflective listening activity** – A resource giving managers a practical activity to develop and apply reflective listening skills.
- **Assuming best intentions** – A resource encouraging a constructive approach to communication that can reduce misunderstanding and strengthen working relationships.
- **How to have difficult conversations: talking about mental health** – A resource helping managers approach sensitive conversations about mental health with care and confidence.

Section 2

A Wellbeing Plan

A wellbeing plan helps employees and their line managers understand what supports their wellbeing at work, including their working style, stress triggers and when additional support may be helpful. When offered as part of a wider commitment to workplace wellbeing it can help employees thrive and feel supported.



CRITERIA

Commit to offering an individualised wellbeing plan to all employees. Ensuring that all employees are offered a plan can reduce stigma and ensure that employees are appropriately supported if unexpected circumstances impact their wellbeing at work. Below is our sample My Wellbeing Plan. Alternatively, the charity Mind offers guidance on using a [Wellness Action Plan](#).



EVIDENCE

An individualised wellbeing plan that is proactively offered to all employees and supported by the organisation and its managers.



RESOURCES

Downloadable and printable resource

- [My Wellbeing Plan](#) – A resource helping employees and managers discuss individual working styles, stress triggers and the support that may help at work.

Section 3

Create an inclusive culture of belonging

Different minds, backgrounds and experiences create stronger teams. An inclusive workplace supports people to overcome barriers and use their strengths, benefiting patients, the organisation and the wellbeing of all employees.



CRITERIA

We confirm that our organisation is actively committed to creating an inclusive culture where individuals feel valued, supported and able to be their authentic selves at work, and in which diversity is celebrated. This includes supporting individuals with neurodivergence, disabilities, or mental health problems.



EVIDENCE

Evidence could include:

- Inclusion policies showing how you support all staff.
- Policies explaining how you support people with mental health problems, disabilities, learning disabilities, or neurodivergence.
- Evidence showing how you support anyone who may face barriers because of protected characteristics or other circumstances.
- Staff feedback surveys.
- A Wellbeing Champion who actively supports inclusion. This person could provide or signpost to support and information, raise awareness of neurodivergence and how this can be supported at work, and champion wellbeing plans.

RESOURCES

Pharmacist Support resources

- **Disability at work and university** – Explains rights, reasonable adjustments and sources of support for disabled people at work or university.
- **Discrimination** – Provides information about workplace discrimination, possible next steps and where to find further support.
- **Supporting colleagues through challenging times** – Offers practical guidance on noticing when a colleague may need help and responding supportively.
- **A Dose of Wellbeing: Different Minds, Stronger Teams** – Explores neurodiversity in pharmacy and how inclusive teams can recognise and make the most of different strengths.

Other resources

- **Understanding neurodiversity (ACAS)** – Introduces neurodiversity at work and explains how different ways of thinking and processing information may affect employees.
- **Making your organisation neuroinclusive (ACAS)** – Gives practical guidance on building a neuroinclusive organisation, including information on developing a neurodiversity policy.
- **Making your workplace inclusive (ACAS)** – Explains practical steps employers can take to improve equality, diversity and inclusion throughout the workplace.

RESOURCES

- **Employing disabled people and people with health conditions (GOV. UK)** – Provides guidance on recruiting, retaining and supporting disabled people and people with health conditions.
- **Supporting healthcare workers' mental health (Mind)** – Offers guidance and resources to help healthcare employers protect and support staff mental health.



Section 4

Workforce wellbeing

We realise that the conversation about wellbeing in pharmacy needs to move beyond building individual resilience, and that workplace wellbeing is greatly enhanced by practices that can be put into place by managers and employers.

A consistent approach across everyday policies, support and activities helps to embed wellbeing throughout the organisation.



CRITERIA

We confirm that a wellbeing approach is embraced and demonstrated across the organisation.



EVIDENCE

Evidence could include:

- Wellbeing initiatives.
- Signing up to the Pharmacist Defence Association's [Safer Pharmacies Charter](#).
- Employee assistance programmes.
- Workplace away days with a wellbeing focus.
- Mindfulness or other wellbeing content in staff training or team meetings.
- Offering coaching or mentoring to team members.
- Team book clubs, walking or running groups, or other creative ways that your workplace supports wellbeing.
- Other relevant support.

 RESOURCES

Downloadable and printable resource

- **Workplace Wellbeing poster** – Provides a visible reminder of practical ways employees and teams can support wellbeing at work.
- **Growth Mindset resource** – Printable resource to display at work or share with employees to help encourage a growth mindset in your pharmacy team.
- **Encouraging resilience in your team** – Gives managers practical ideas for helping teams respond to pressure and recover from challenges.
- **Weekly Resilience Planner** – An editable practical planner employees can use to reflect on their wellbeing and build helpful habits over time.
- **Walk for wellbeing poster** – Highlights the wellbeing benefits of walking and how employees can also improve their wellbeing by giving through fundraising for Pharmacist Support.

Section 5

Work-life balance



Work-life balance

A peer-reviewed analysis of 58 studies found that work-life balance arrangements were associated with better organisational performance. The analysis found particularly strong associations with employee attendance, recruitment, retention and career motivation.

Supporting work-life balance

A healthy work-life balance gives employees the time and flexibility to manage work alongside their lives outside work. Encouraging regular breaks and considering flexible working where appropriate can support wellbeing and help employees work at their best.





CRITERIA

We confirm our commitment to providing a healthy work-life balance for our people, including:

- Encouraging employees to take breaks.
- Considering flexible working options where appropriate.



EVIDENCE

Evidence could include:

- Flexible working policies/ breaks policy.
- Staff communications or feedback.



RESOURCES

Other resources

- **Prioritising wellbeing in an 'always on' digital age (CIPD)** – Explores how digital communication can blur work-life boundaries and how employers can help people switch off.
- **Think Flex First (NHS Employers)** – Provides practical information on flexible working in healthcare, including different ways to vary when, where or how people work.
- **Flexible working (ACAS)** – Explains flexible working options, employee requests and the responsibilities of employers.

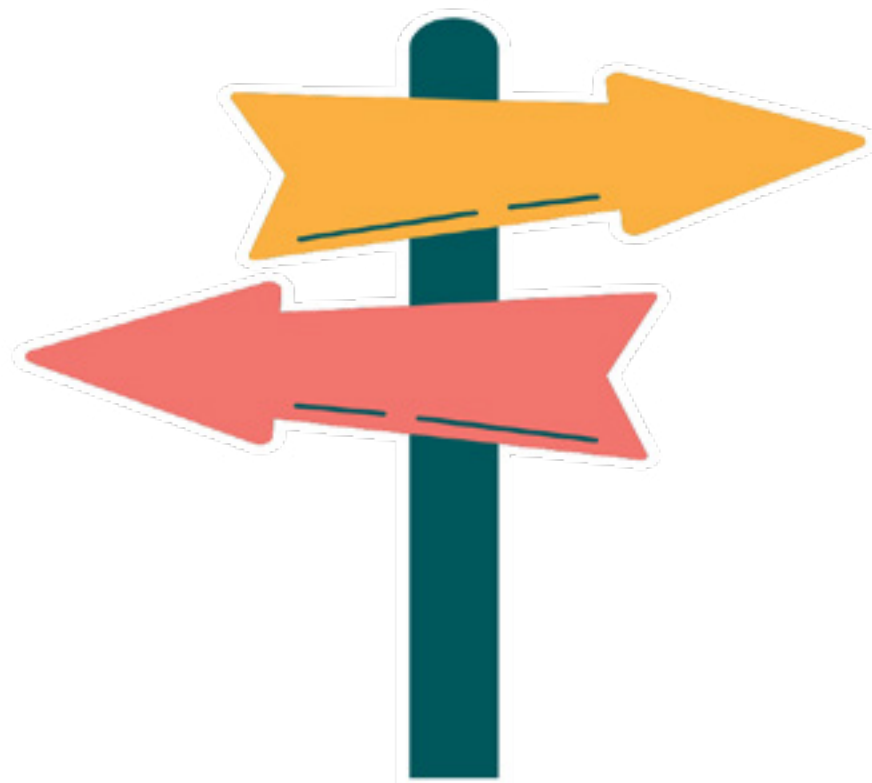


Section 6

Wellbeing support signposting

Ensuring employees know where they can go for support with their wellbeing is crucial in creating a healthy workplace. Knowing where to signpost and making information easy to access can help employees reach suitable support sooner.

Talking openly about support also helps to normalise seeking help and reduce stigma.



CRITERIA

We confirm that our organisation clearly signposts to wellbeing support and works to reduce stigma around seeking support.



EVIDENCE

Evidence could include:

- Resource guides.
- Employee handbooks.
- Photos of staff noticeboards showing wellbeing information and signposting.
- Internal communications promoting wellbeing support, posters or literature.



RESOURCES

Downloadable and printable resource

- **Digital information booklets** – Downloadable guides that employees can use to find relevant wellbeing support. Pharmacist. Trainee.
- **Additional mental health and wellbeing support** – Brings together organisations and services that employees can contact for further mental health and wellbeing support.

Thank you for being part of the change

Thank you for making a meaningful commitment to the wellbeing of your people and for choosing to be part of the **Embracing a Workplace Wellbeing Culture scheme**.

By taking part, you are joining other pharmacy employers who want to make wellbeing a more natural part of everyday working life and help create workplaces where people feel valued, supported and able to thrive.

Creating a positive workplace wellbeing culture is an ongoing journey. We hope this pack has helped you recognise what you are already doing well, identify opportunities to develop your approach and consider the practical steps you can take next.

Thank you for joining Pharmacist Support in championing workplace wellbeing across pharmacy. We look forward to supporting you on the journey.



Get in touch.

Visit: pharmacistsupport.org
Email: info@pharmacistsupport.org
Call: **0808 168 2233**
Connect:



Pharmacist Support is a charitable company limited by guarantee registered in England & Wales, company no 9237609 & charity no 1158974